



4848 SW 21st Street • Suite 201 • Topeka, KS • 66604-4415
Voice 785•234•0200 • TTY 785•234•0207 • FAX 785•234•2304

June 25, 2013

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2012 through May 31, 2013
CG DOCKET NO. 03-123

Dear Ms. Dortch,

Kansas Relay Service, Inc. respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the State of Kansas to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Kansas. Kansas' complaint summary is associated with the following database categories:

- Fraudulent/Harassment Call
- Miscellaneous External Complaints
- Carrier of Choice not Available/Other Equal Access

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

Kansas Relay Service, Inc. has received a total of 9 complaints in violation of FCC mandatory minimum standards for the time period June 1, 2012 through May 31, 2013.

Please feel free to contact me at 785-234-0200 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

A handwritten signature in cursive script, appearing to read "Joyce Hightower", is written over a light gray rectangular background.

Joyce Hightower



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KRSI Director